

# Holman South -Job Aid

**DATE:** September 22, 2021

**TO:** BMW East/West management teams

**OBJECTIVE:** Improve RO analysis results

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- Increase **maintenance** rate from **\$139.00** hr. to **\$159.00** hr. ***Set a recurring calendar event to review every 4 months.***
- Increase prices on select **competitive** items based upon market pricing analysis. ***Perform and review every 4 months.***
- Counsel with service advisors who have a high percentage of 1 line repair orders. ***Utilize the one line repair order report to measure performance and hold all advisors accountable.***
- Counsel with service advisors who are consistently below the target **ELR**. ***(utilize the service advisor report)*** Put them on a 90-day performance improvement plan.

**Group members:** Keith Cordeiro, Don King, Joe Sparacino, Todd Hoerning, Mark Nichols, Marc Franklin